



Scrapper's Haven Herald

Volume 7, Issue 2

February 2010



Wonderful customer service...

Yesterday, Monday, February 1st, Chuck and I went to The Cities for a "mini" show. The last week in January is the Craft and Hobby Association show... the big one, where all the vendors come to show off the new arrivals and all the great innovations in scrapbooking and stamping that they will try to wow us with over the next 6 months. Unfortunately, the show is in California, and, at least this year, that trip is not in the budget! So, one of our manufacturer's reps has a "mini" show, in Apple Valley, and that's where we went yesterday. (*See page 4 for commentary on what we saw that we thought was "Way Cool!"*)

Now, I will be honest, this was just a flimsy, albeit legitimate, excuse for Chuck and I to have a weekday date. And I had fun. I am sure he had fun too, driving to the cities while I slept all the way, as usual. He got to hold the catalogs and order forms while I 'oohed' and 'ahhed' over the new papers, stickers and other embellishments. Add lunch and a wander around the mall... then he got to drive me home. By now it was dark and snowing, the roads were terrible and icy, and he got to drive 40 miles an hour all the way home. Do you think I stayed awake with him? Of course not, but Hey! I tried. By the time we hit Rochester it was 8 o'clock, Chuck needed a break from the roads and we were hungry again. So we decided to stop for a

little supper, and feeling adventurous we tried someplace new.

I want to compare our two dining experiences of the day. For lunch we went to Applebee's. It was very nice, the restaurant was clean, the service was good and the food was reasonably priced, plentiful and tasty. Overall, we were very content and I am sure we'd go back.

For supper we tried Prescott's. This experience was *exceptional*. The restaurant was much smaller; I bet they can only seat 75 people in there. The waitress was professional, friendly and very informative. Even more: she was *invested*, excited and proud to be a part of this place, and it was obvious from the moment we stepped foot in the door. As she showed us to our table, she mentioned that the chef had just received the "Chef of the Year" award from Rochester Magazine. When we asked what she recommended from the menu (which had *only* 20 choices or so, as compared to the hundred on Applebee's) she actually had an opinion! When I asked her which of the two soup choices I should try, she brought samples of each so I could make an informed decision. Wow! This was customer service at its best; this woman went above and beyond to make our experience wonderful. The food was a little more expensive, but it was of excellent quality. Overall, this

small, local restaurant brought us much more satisfaction than the big successful chain. The menu had fewer choices, and the food cost a little more, so why did we leave happier? *Because*, we felt that the people in Prescott's cared that we were there, that our presence made a difference to their experience, that our patronage mattered, we were not just a number.

As I always do, I related this service experience to Scrapper's Haven, it just comes with the territory of being a store owner. I think this compares to Scrapper's Haven and Archiver's. Yes, in the big chain you might get a little more selection, and sometimes it might even be cheaper (though I bet not usually), but every product you find here is hand-picked for quality. You know that at Scrapper's Haven, we *care* about you, care that your projects turn out just right. When you come to purchase from us, it does make a difference in our lives, you are never just a number. Some of the time, we even manage to remember your name! (When my senility hasn't kicked in!)

I like Prescott's tagline: "Eat local. Shop local. Be local." I believe we have a new restaurant that we will be frequenting. ... I hope you go see them soon! Check them out online at

www.prescottsgrill.com

And come see us too, of course! Happy Scrapping!

— Katrina

February 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5 Scrappy Friday 4 –11pm \$12	6 Kid's Kamp 1pm \$15
7 Closed Sunday	8 Card Class with Katrina 6:00pm \$12	9	10 Card Group 6:00pm Free	11	12 Scrappy Friday 4 –11pm \$12	13
14 Closed Sunday	15 Private Party 6:00pm	16	17	18 That's WAY cool! 6:00pm \$12	19 Scrappy Friday 4 –11pm \$12	20 Crop 'til you Drop 10am—10pm \$15
21 Closed Sunday	22	23 Card Class with Katrina 6:00pm \$12	24	25 Page Challenge 6:00pm Free	26 Scrappy Friday 4 –11pm \$12	27
28 Closed Sunday						

Class Descriptions...

Card Class with Katrina: \$12

Interested in making Cards?
What a great way to share your love and good wishes with your friends and family! Cards also make great gifts for the non-crafters in your family. 4 great new card designs each class. Katrina.

Card Group: \$Free

We would really like to have a few new members! We love the cards we get, love the ideas we share, and we all enjoy each other's company, but we'd like to have a few more! Think about it! Each member of the group makes 12 cards. So you go home with 12 *different* cards. If you are interested in joining just give Katrina a call.

Card of the Month Kit: \$12.95

Scrapper's Haven Card of the Month Program provides you with a kit filled with paper, stickers and embellishments on the 15th of each month. Each kit contains enough products to do 12 Cards every month. We will come up with 4 new designs (different from class ideas) and pack the kit with enough supplies to make 3 of each! Kit includes pictures of the cards and directions for any techniques needing instruction!!

Crop 'til you Drop: \$15

Spend your Saturday with one of your most loved pastimes: scrapping! 12 hours to catch up with your pages, your card making or maybe your girlfriends!

What could be more fun? Lunch, dinner, snacks, prizes and FUN!

Kid's Camp: \$15

This group is open to all kids (approx. ages 6-12). In every class, the kids will get to work with high quality craft tools, papers and adhesives that are also kid friendly. All supplies, tools, and adhesives are included. We will also supply a snack at the end of the class. Christy.

Page Challenge Group: \$Free

Our scrappers are always looking for a new challenge. In this group, each month we all start with the same product collection to make a page spread. It's amazing to me how we start with the same product, but have such

Scrapping in our workroom is free any time that there is not another event scheduled. We would like nothing better than to have the workroom in use at all times, and we are happy to take "reservations" for groups to come in as well, so....**please, give us a call to make sure we have the space whenever you are ready to scrap.**

Class Supplies. For all our classes, you need to bring a basic toolkit including: a 12" Trimmer, a scissors, your favorite double sided adhesive, glue dots, pop dots, a pencil, bone folder, scoring tool, and a ruler. For many classes you may need other specific tools for that class (which we will tell you about.) Payment is required to reserve your placement on the class list; fee listed for class includes all supplies, unless indicated otherwise. Call 507-452-1740 to reserve a spot. Cancellation must be made within 48 hours to receive a refund. **To avoid class cancellations register early; we reserve the right to cancel any class or crop with less than 4 registered participants.**

Make up your own class... have at least 4 friends who want to learn about something specific? Or just love one of the classes we have scheduled, but the time is no good? Learn the techniques you have always wanted to learn or get ideas for specific themes. Tell us what you want to do and for how long and we will work with you to design the perfect class for you! (Minimum class size: 4 students)

different results! Our awesome pages are posted in the store for a month. Come check them out, or better yet, join us, it's SUCH fun!! **This month, WE-R Memory Keepers—Twirl. Very versatile, great colors!**



Do you enjoy having your creations on Display?

Now you can have a place to display your works of art and help us out at the same time!

Adopt a Board!

You will have a prominent place in Scrapper's Haven!

Cost: just a little of your time!

Just agree to have a new creation about every month or so, and the creations will be made with products carried at Scrapper's Haven, of course! Yes, we need more sample pages, and need your help!

Page of the Month Kit:

\$14.95

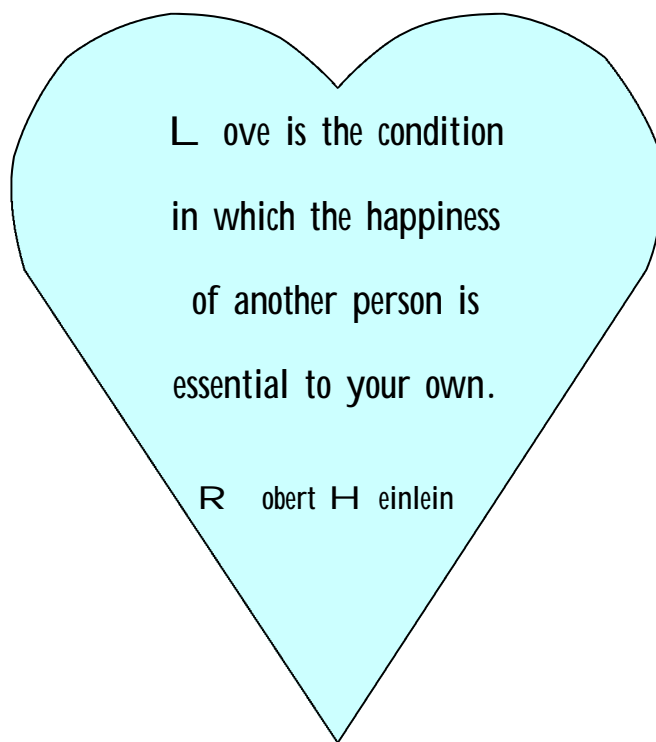
We know that the biggest challenge for many of you is picking out papers, stickers and embellishments for your special pages, and then coming up with great page ideas... Scrapper's Haven Page of the Month Program provides you with a kit filled with paper, embellishments and stickers on the 5th of each month. Each kit contains enough products to do at least 2 full page layouts every month. **BEST OF ALL...** we will include a page spread idea to get you started. Christy.

Scrappy Friday: \$12

7 Hours to scrap. Scrapping in a group is a GREAT way to learn new techniques, just from each other. Join us and use our tools, let us clean up the mess. Dinner and snacks provided, prizes, plus lots of FUN!! What better way to spend a Friday night, than with your scrapping buddies?

That's WAY Cool!: \$12

In this class we make a page spread with a new topic / theme



Love is the condition
in which the happiness
of another person is
essential to your own.

Robert H einlein

each month. The students generally pick the new topic and (if you want) your page will be displayed for the month. Our page spread for the February class will be **Love**. Bring 6-10 photos of a current or past anniversary, wedding or valentine and we will complete a great page spread! Katrina.

Scrapper's Haven

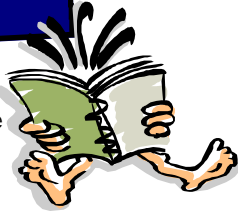
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HOURS Monday – Thursday: 10am to 8pm Friday: 10am to 7pm Saturday: 10am to 5pm Sunday: Closed

Everyone has a story; we help you tell yours.

Random Thoughts

You know — I love to get other people's opinions on products... and not surprising was what Chuck picked out as some cool new product was a Tim Holtz's new **tool**. Be on the lookout for some distressing tools in the near future, with thanks to having a man along on a buying trip!

One of the things I saw at the mini show that was my favorite is a misting product (wonderful for chipboard, among other things) called Luminarte. Not new, but newly picked up by Creative Imaginations... now I just have to decide how much to order! Sounds like a class, or at least a make n' take!

Have you been in to see new product or old product that's new to you? We have been busy!

We R - Twirl and MVP

Reminisce - Valentine's Night

Creative Imaginations - 160 Various papers!!

Pebbles - Chips and Candy Dots

(these are SUPER cute!!)

Pebbles - Lil Buddy and Lil Miss lines.

American Crafts - Way cute spring ribbon!,

More brads and embellishments.

Glitter paper, cardstock.

Note: We officially have MORE paper in the store now than we EVER have!

Have you noticed Bryan at the store more lately? I sure love having him around to take some of the pressure off me! I think he does such a great job. Come in to say hi to him soon!